

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2024-2025 academic year**  
**Department:** Mineral Deposits Development  
**Specialty:** 6B07202 Mining

In October 2024, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

**The survey purpose:** To identify the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In specialty 6B07202 "Mining", 219 respondents took part in the survey, which is 60% of the total number of students in this specialty (371).

- 2 year – 69 students (60%);
- 3 year – 76 students (61%);
- 4 year – 74 students (57%).

**Mode of training**

- Budget – 203 students (92.7%);
- Paid – 16 students (7.3%).

In the course of the survey there were obtained the following results.

**Indicators:**

**1. Are you satisfied with the quality of the services provided?**

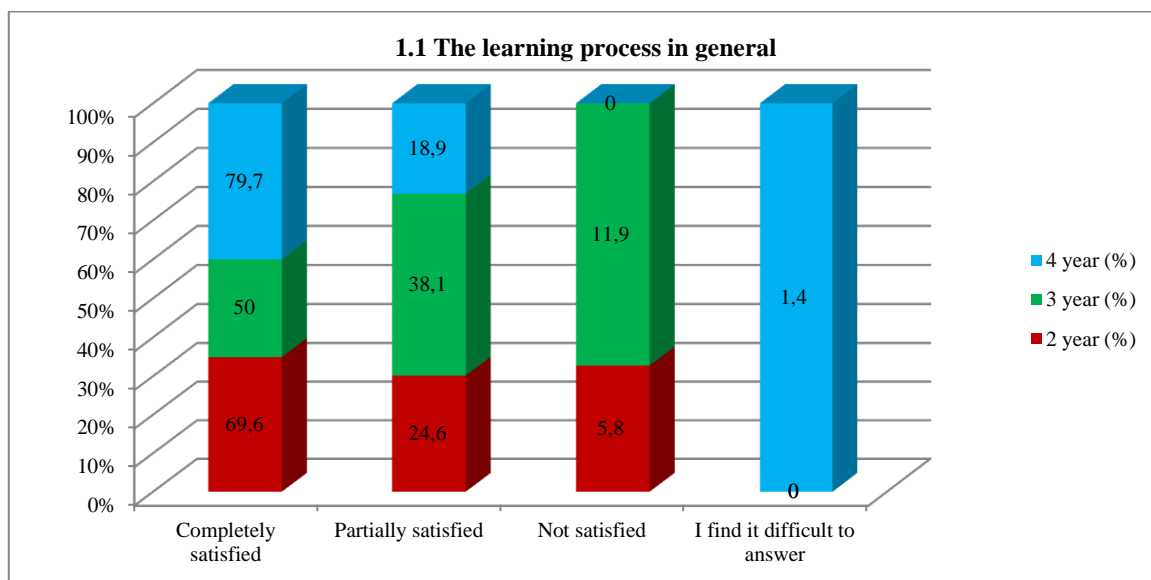
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

**Other** \_\_\_\_\_

If you answered the previous question “not satisfied”, please give recommendations for improving the services provided\_\_\_\_\_.

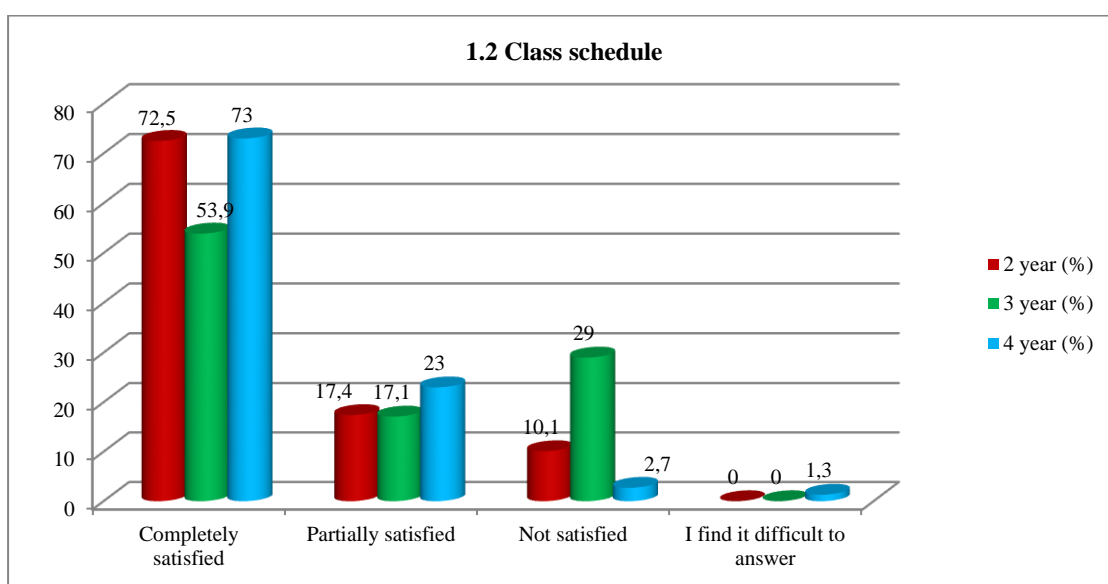
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	69,6% (48 prs.)	50% (38 prs.)	79,7% (59 prs.)
<i>Partially satisfied</i>	24,6% (17 prs.)	38,1% (29 prs.)	18,9% (14 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	11,9% (9 prs.)	-
<i>I find it difficult to answer</i>	-	-	1,4% (1 prs.)



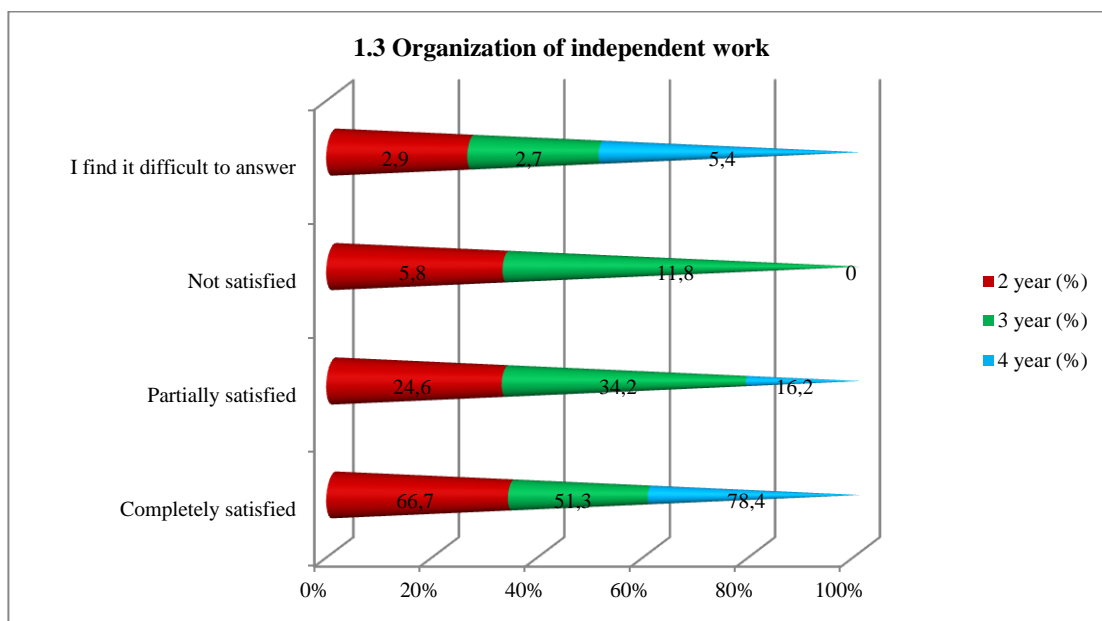
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72,5% (50 prs.)	53,9% (41 prs.)	73% (54 prs.)
<i>Partially satisfied</i>	17,4% (12 prs.)	17,1% (13 prs.)	23% (17 prs.)
<i>Not satisfied</i>	10,1% (7 prs.)	29% (22 prs.)	2,7% (2 prs.)
<i>I find it difficult to answer</i>	-	-	1,3% (1 prs.)



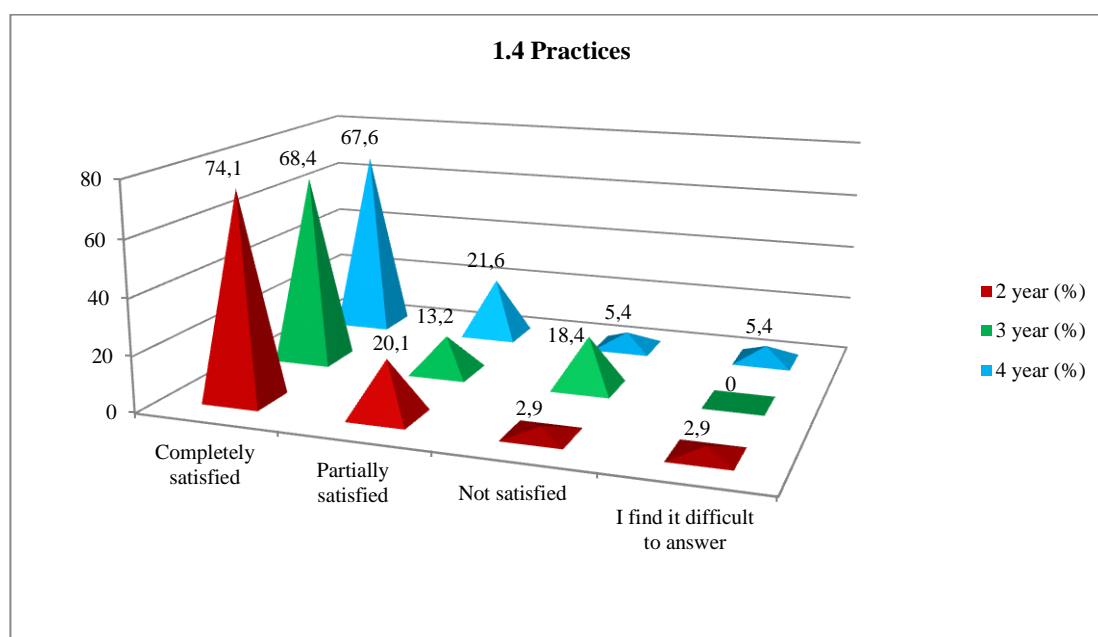
### 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	66,7% (46 prs.)	51,3% (39 prs.)	78,4% (58 prs.)
<i>Partially satisfied</i>	24,6% (17 prs.)	34,2% (26 prs.)	16,2% (12 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	11,8% (9 prs.)	-
<i>I find it difficult to answer</i>	2,9% (2 prs.)	2,7% (2 prs.)	5,4% (4 prs.)



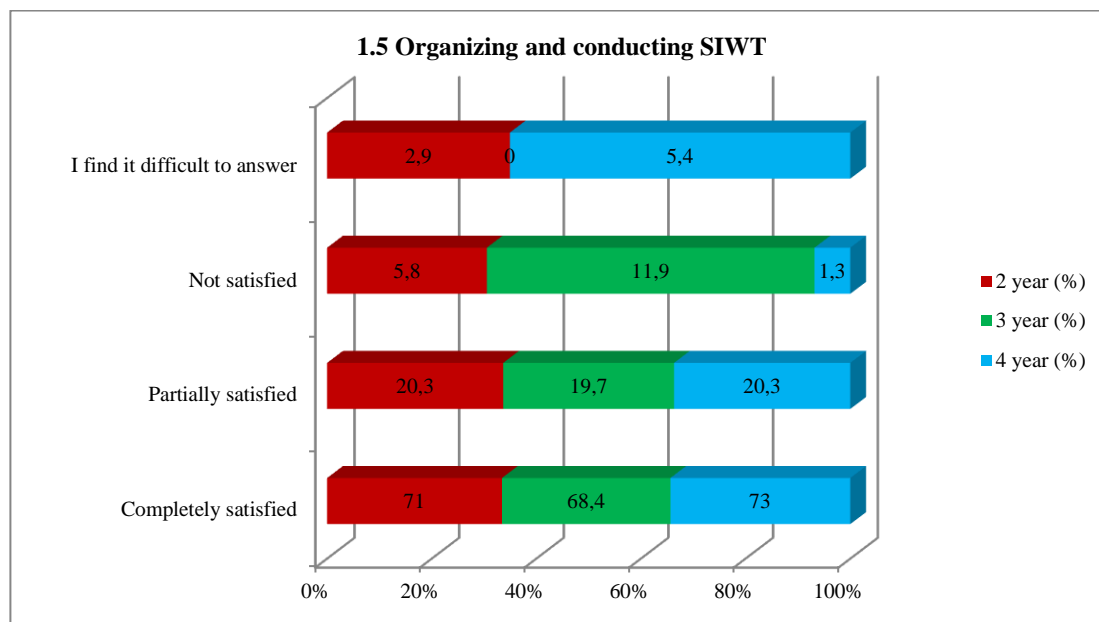
### 1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	74,1% (51 prs.)	68,4% (52 prs.)	67,6% (50 prs.)
<i>Partially satisfied</i>	20,1% (14 prs.)	13,2% (10 prs.)	21,6% (16 prs.)
<i>Not satisfied</i>	2,9% (2 prs.)	18,4% (14 prs.)	5,4% (4 prs.)
<i>I find it difficult to answer</i>	2,9% (2 prs.)	-	5,4% (4 prs.)



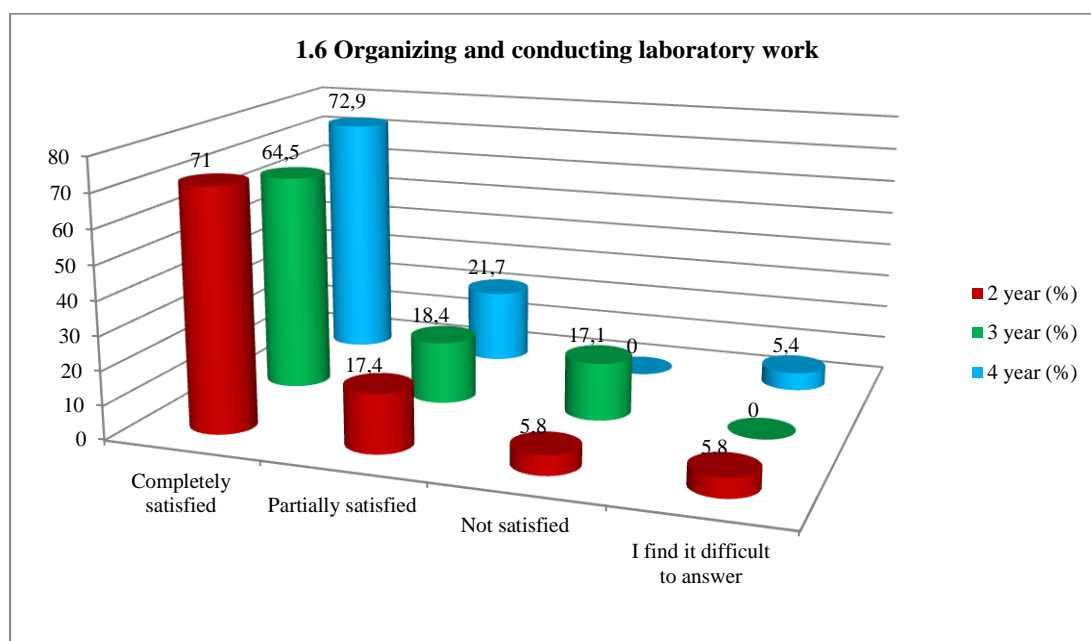
## 1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71% (49 prs.)	68,4% (52 prs.)	73% (54 prs.)
<i>Partially satisfied</i>	20,3% (14 prs.)	19,7% (15 prs.)	20,3% (15 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	11,9% (9 prs.)	1,3% (1 prs.)
<i>I find it difficult to answer</i>	2,9% (2 prs.)	-	5,4% (4 prs.)



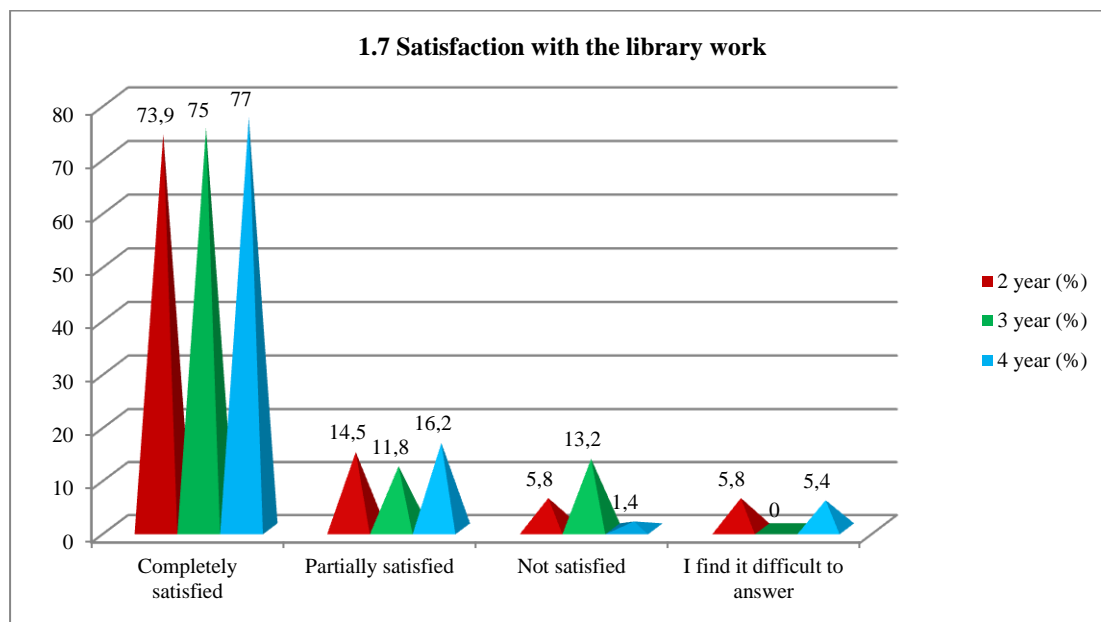
## 1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71% (49 prs.)	64,5% (49 prs.)	72,9% (54 prs.)
<i>Partially satisfied</i>	17,4% (12 prs.)	18,4% (14 prs.)	21,7% (16 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	17,1% (13 prs.)	-
<i>I find it difficult to answer</i>	5,8% (4 prs.)	-	5,4% (4 prs.)



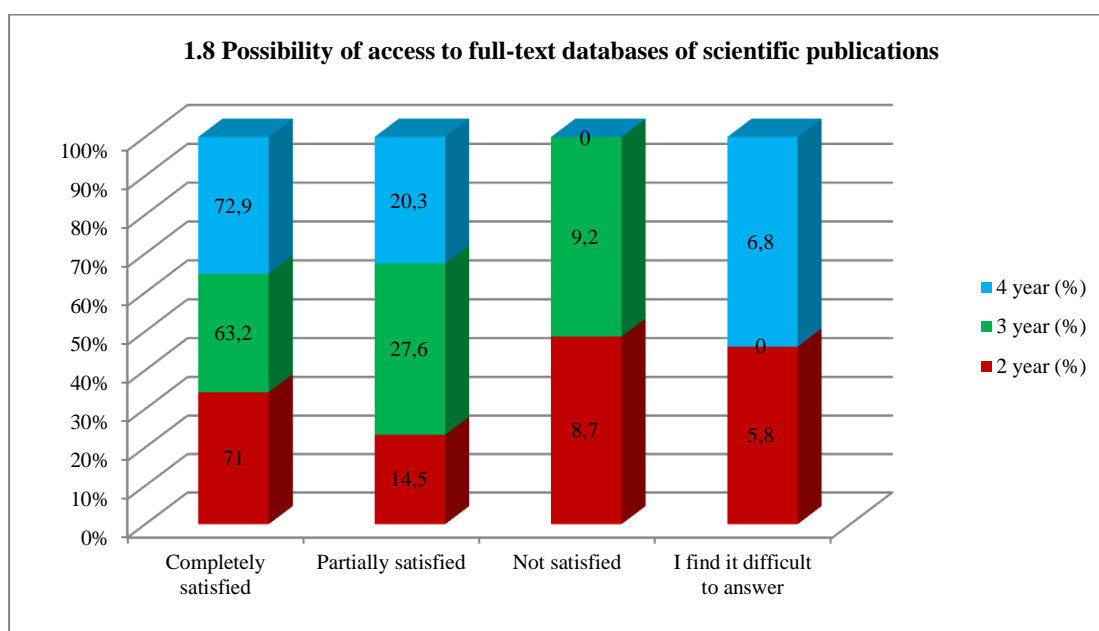
## 1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	73,9% (51 prs.)	75% (57 prs.)	77% (57 prs.)
<i>Partially satisfied</i>	14,5% (10 prs.)	11,8% (9 prs.)	16,2% (12 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	13,2% (10 prs.)	1,4% (1 prs.)
<i>I find it difficult to answer</i>	5,8% (4 prs.)	-	5,4% (4 prs.)



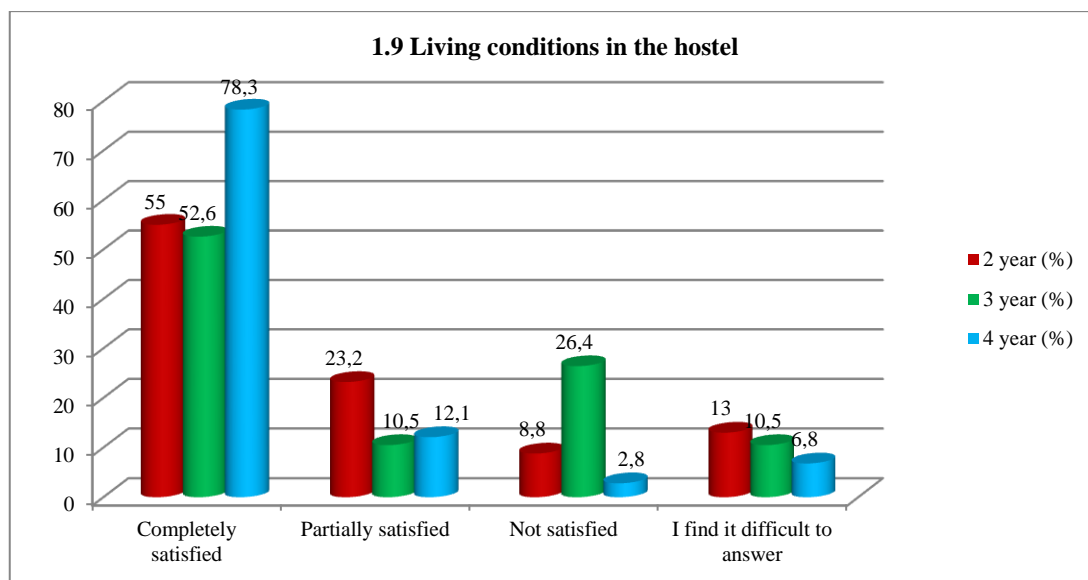
## 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71% (49 prs.)	63,2% (48 prs.)	72,9% (54 prs.)
<i>Partially satisfied</i>	14,5% (10 prs.)	27,6% (21 prs.)	20,3% (15 prs.)
<i>Not satisfied</i>	8,7% (6 prs.)	9,2% (7 prs.)	-
<i>I find it difficult to answer</i>	5,8% (4 prs.)	-	6,8% (5 prs.)



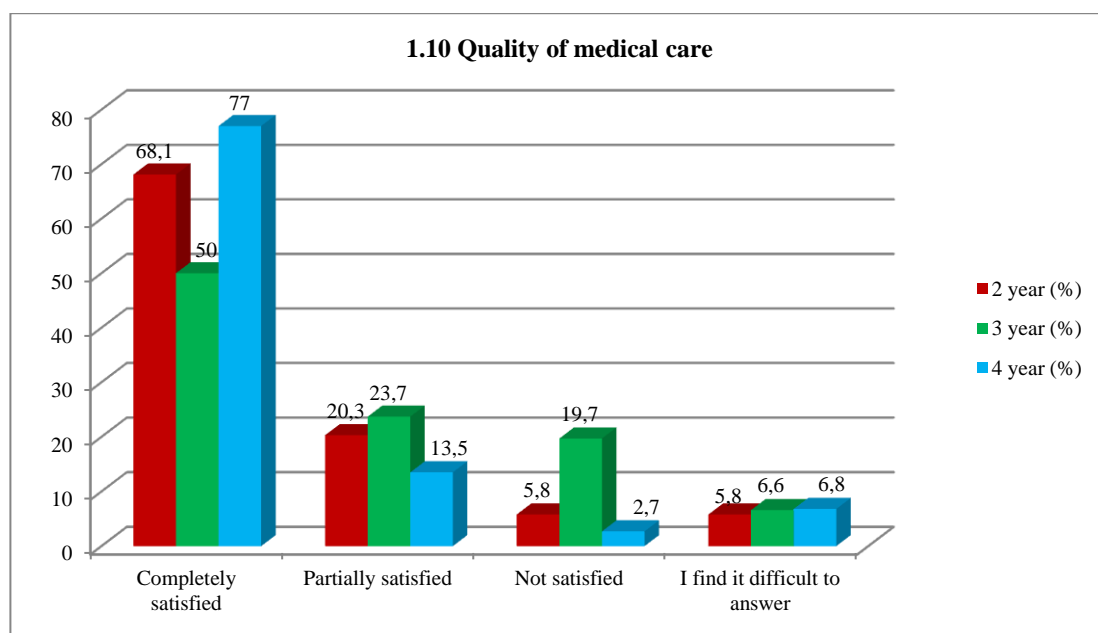
## 1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	55% (38 prs.)	52,6% (40 prs.)	78,3% (58 prs.)
<i>Partially satisfied</i>	23,2% (16 prs.)	10,5% (8 prs.)	12,1% (9 prs.)
<i>Not satisfied</i>	8,8% (6 prs.)	26,4% (20 prs.)	2,8% (2 prs.)
<i>I find it difficult to answer</i>	13% (9 prs.)	10,5% (8 prs.)	6,8% (5 prs.)



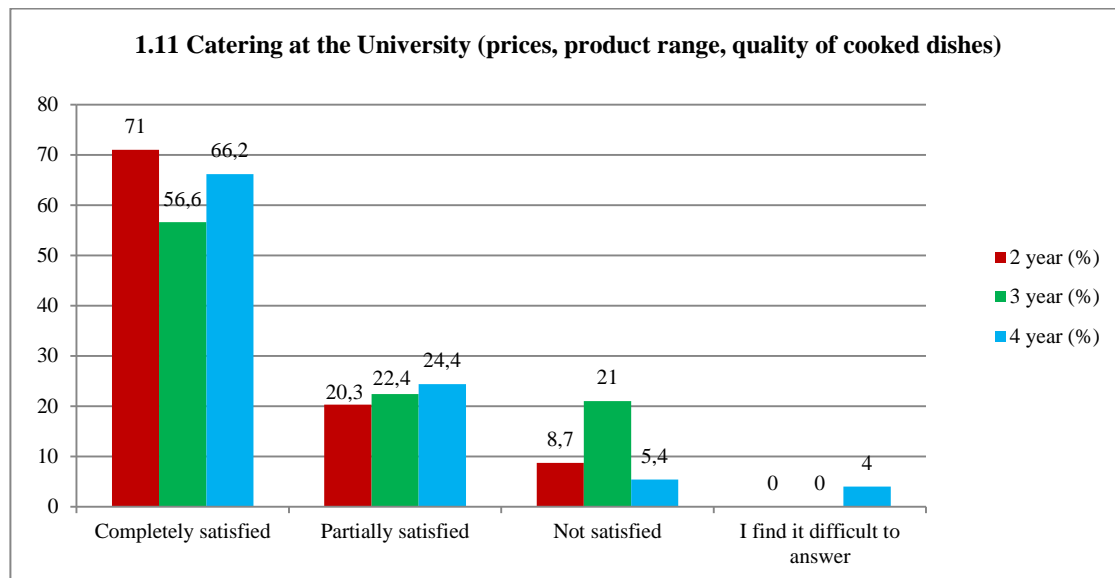
## 1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,1% (47 prs.)	50% (38 prs.)	77% (57 prs.)
<i>Partially satisfied</i>	20,3% (14 prs.)	23,7% (18 prs.)	13,5% (10 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	19,7% (15 prs.)	2,7% (2 prs.)
<i>I find it difficult to answer</i>	5,8% (4 prs.)	6,6% (5 prs.)	6,8% (5 prs.)



## 1.11 Catering at the University (prices, product range, quality of cooked dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Completely satisfied</b>	71% (49 prs.)	56,6% (43 prs.)	66,2% (49 prs.)
<b>Partially satisfied</b>	20,3% (14 prs.)	22,4% (17 prs.)	24,4% (18 prs.)
<b>Not satisfied</b>	8,7% (6 prs.)	21% (16 prs.)	5,4% (4 prs.)
<b>I find it difficult to answer</b>	-	-	4% (3 prs.)



For the “Other” option, students indicated the following options□:

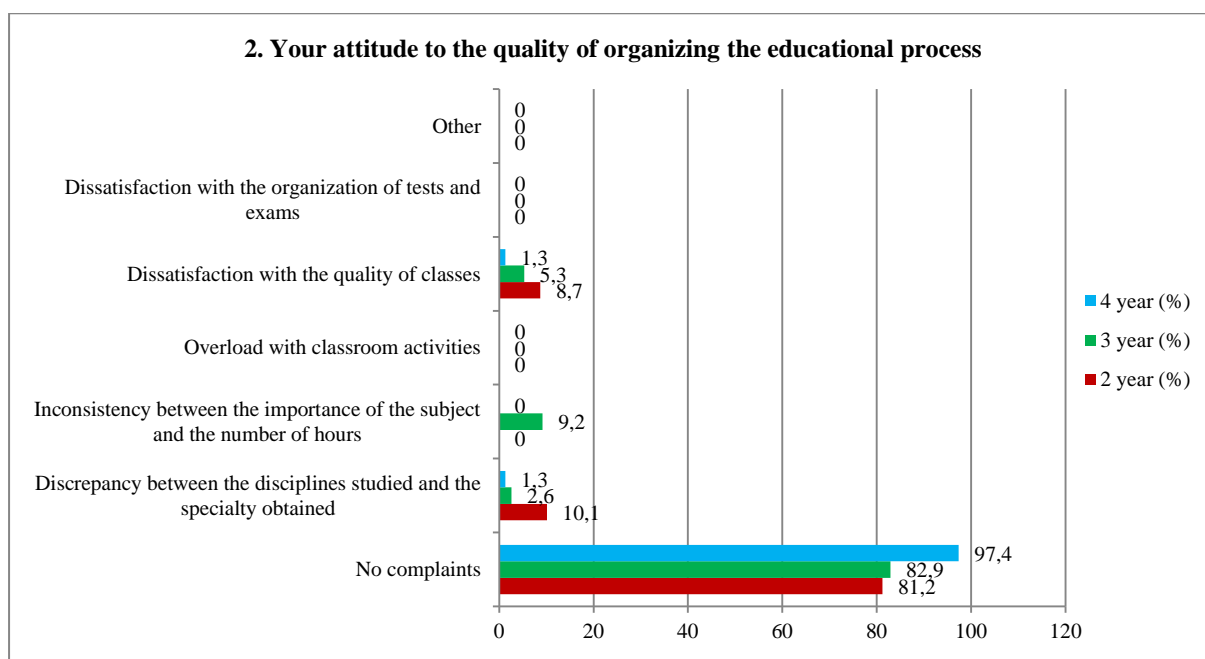
2 year	3 year	4 year
- No - Everything is fine - Satisfied	- No	- No

For the option “If you answered “not satisfied” to the previous question, please give recommendations for improving the services provided,” students indicated the following options\*:

2 year	3 year	4 year
- satisfies - because it suits me - I like everything	- There are no saved video camera recordings in the kitchen of the AO dormitory, which is why things are stolen from the refrigerator without consequences. Problems with hot water in the showers (often there is no hot water). - One day there is 1 pair, and the next day there are 3 pairs. It is difficult to return home in the evening. - Change the education system - no	- No

## 2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	81,2% (56 prs.)	82,9% (63 prs.)	97,4% (72 prs.)
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	10,1% (7 prs.)	2,6% (2 prs.)	1,3% (1 prs.)
<i>Inconsistency between the importance of the subject and the number of hours</i>	-	9,2% (7 prs.)	-
<i>Overload with classroom activities</i>	-	-	-
<i>Dissatisfaction with the quality of classes</i>	8,7% (6 prs.)	5,3% (4 prs.)	1,3% (1 prs.)
<i>Dissatisfaction with the organization of tests and exams</i>	-	-	-
<i>Other</i>	-	-	-



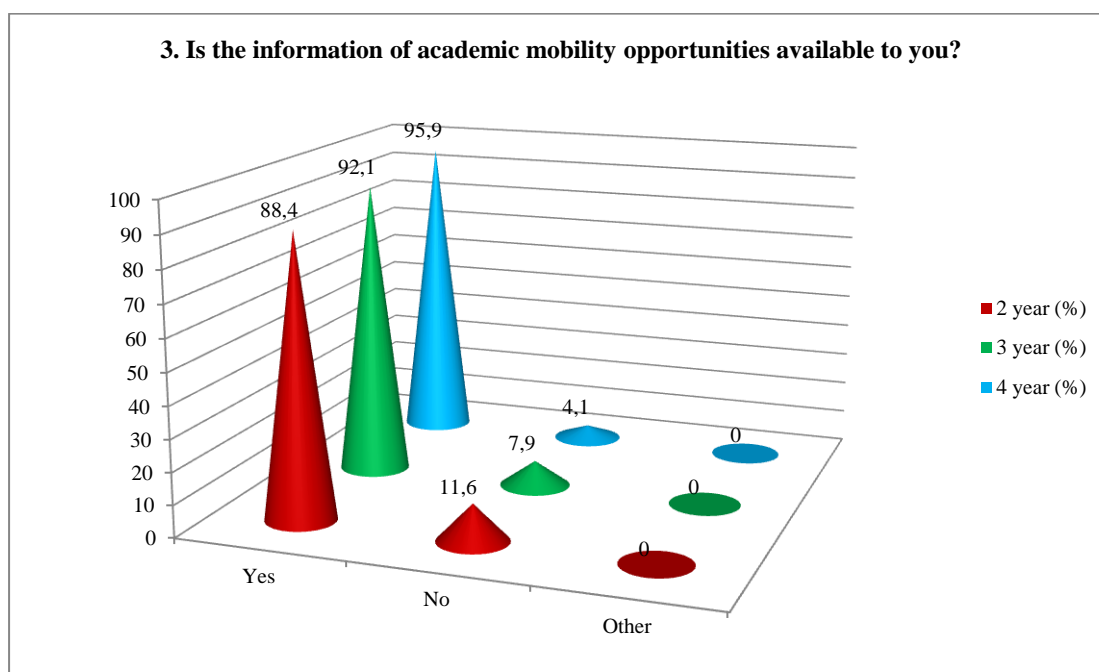
To the option “If you answered “Does not correspond or does not satisfy” to the previous question, provide recommendations for improvement”, the students indicated the following options□:

- Everything is fine
- Let them meet the students halfway, how can you drain your scholarship for nothing just because you don’t like the student!!
- No

## 3. Is the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Yes</i>	88,4% (61 prs.)	92,1% (70 prs.)	95,9% (71 prs.)
<i>No</i>	11,6% (8 prs.)	7,9% (6 prs.)	4,1% (3 prs.)
<i>Other</i>	-	-	-





To the option “If you answered “No” to the previous question, write why,” the students indicated the following options□:

- I don't know.
- It's accessible
- No complaints.
- I don't know what it is
- No

#### 4. What do you think the relationship is like

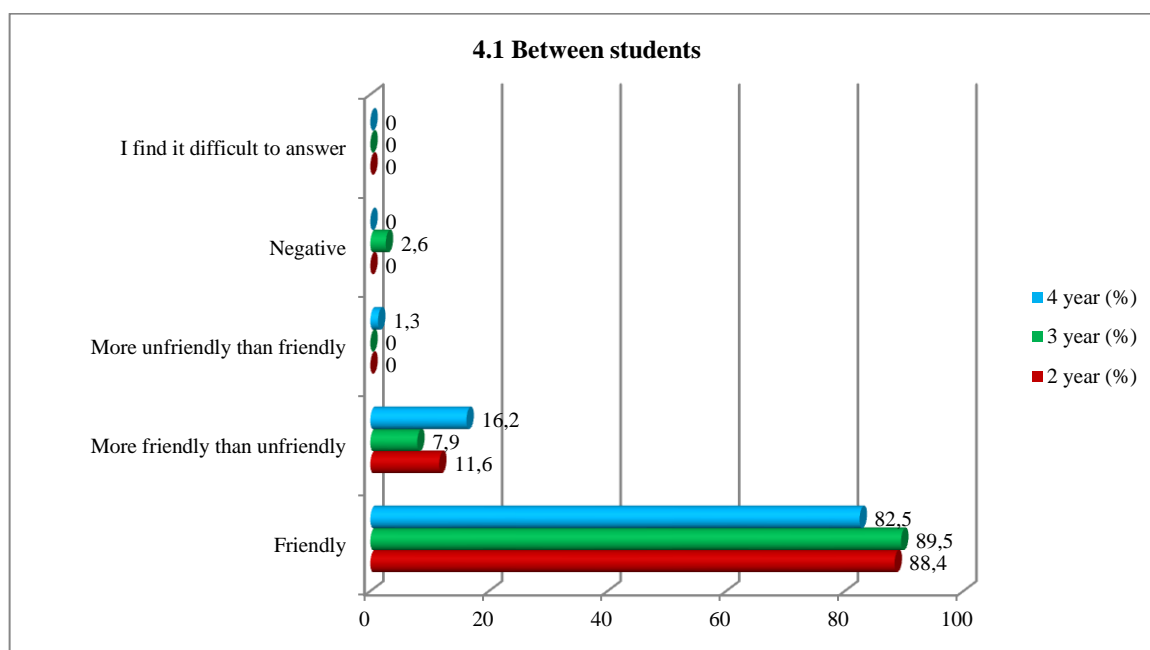
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other\_\_\_\_\_

If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement \_\_\_\_\_

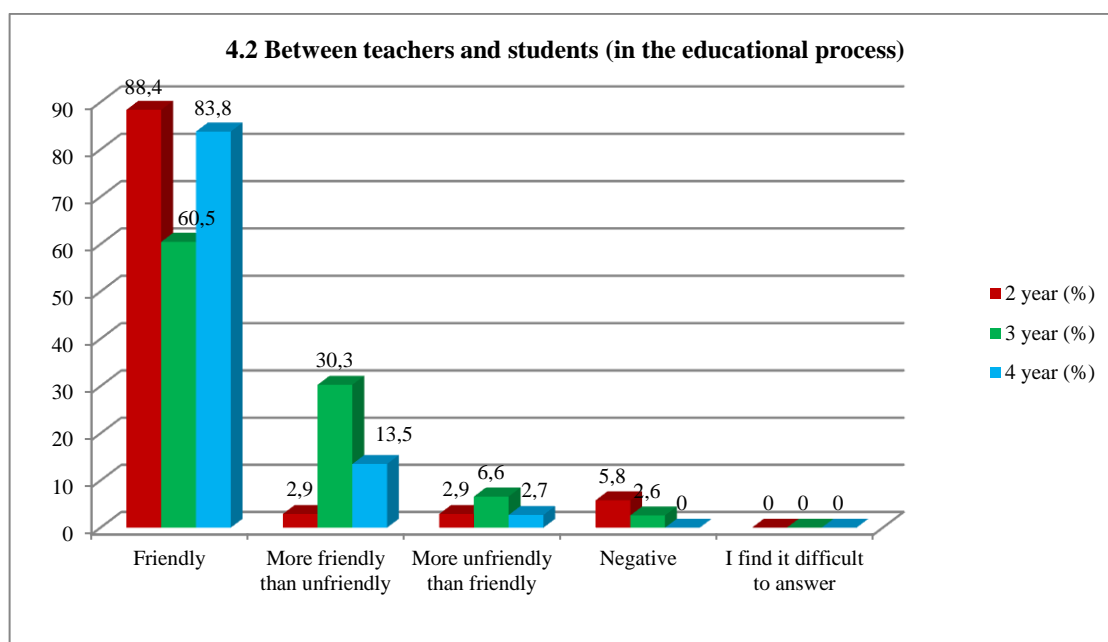
#### 4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Friendly</b>	88,4% (61 prs.)	89,5% (68 prs.)	82,5% (61 prs.)
<b>More friendly than unfriendly</b>	11,6% (8 prs.)	7,9% (6 prs.)	16,2% (12 prs.)
<b>More unfriendly than friendly</b>	-	-	1,3% (1 prs.)
<b>Negative</b>	-	2,6% (2 prs.)	-
<b>I find it difficult to answer</b>	-	-	-



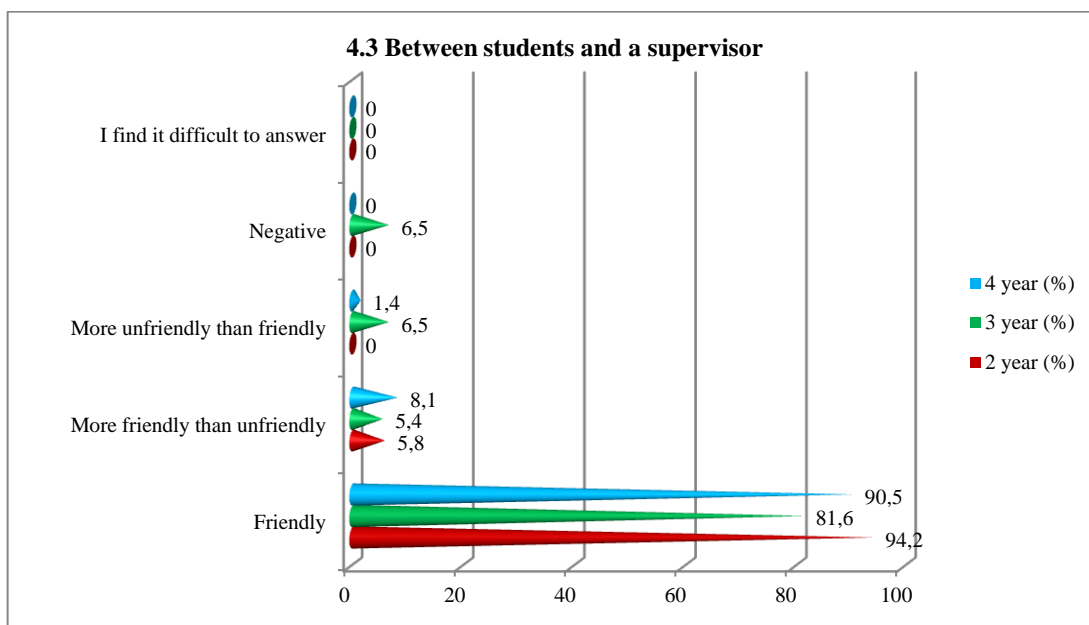
## 4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Friendly</i></b>	88,4% (61 prs.)	60,5% (46 prs.)	83,8 % (62 prs.)
<b><i>More friendly than unfriendly</i></b>	2,9% (2 prs.)	30,3% (23 prs.)	13,5% (10 prs.)
<b><i>More unfriendly than friendly</i></b>	2,9% (2 prs.)	6,6% (5 prs.)	2,7% (2 prs.)
<b><i>Negative</i></b>	5,8% (4 prs.)	2,6% (2 prs.)	-
<b><i>I find it difficult to answer</i></b>	-	-	-



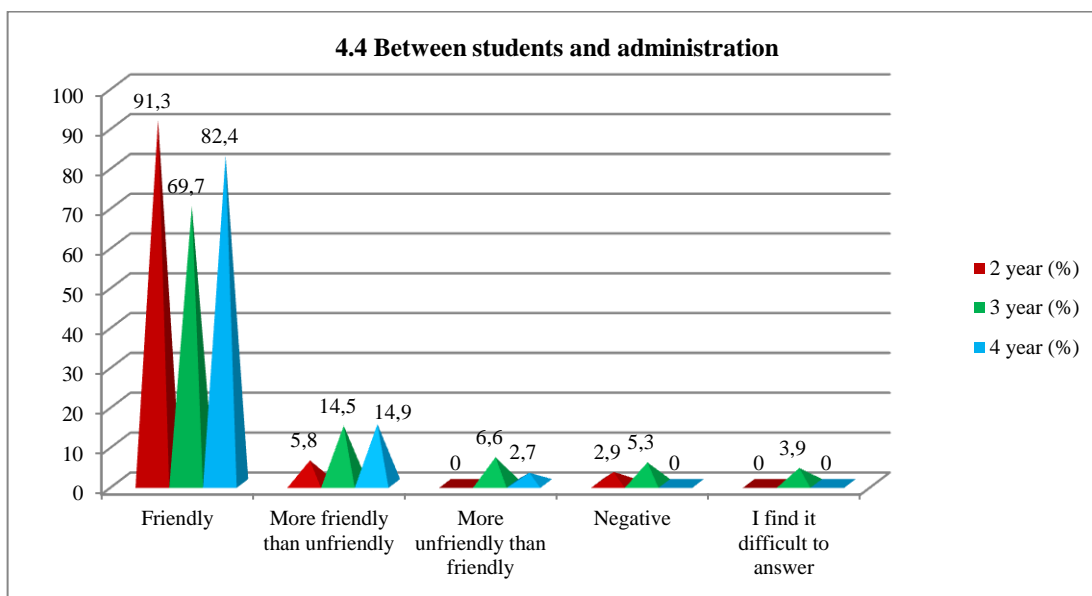
## 4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Friendly</i></b>	94,2% (65 prs.)	81,6% (62 prs.)	90,5% (67 prs.)
<b><i>More friendly than unfriendly</i></b>	5,8% (4 prs.)	5,4% (4 prs.)	8,1% (6 prs.)
<b><i>More unfriendly than friendly</i></b>	-	6,5% (5 prs.)	1,4% (1 prs.)
<b><i>Negative</i></b>	-	6,5% (5 prs.)	-
<b><i>I find it difficult to answer</i></b>	-	-	-



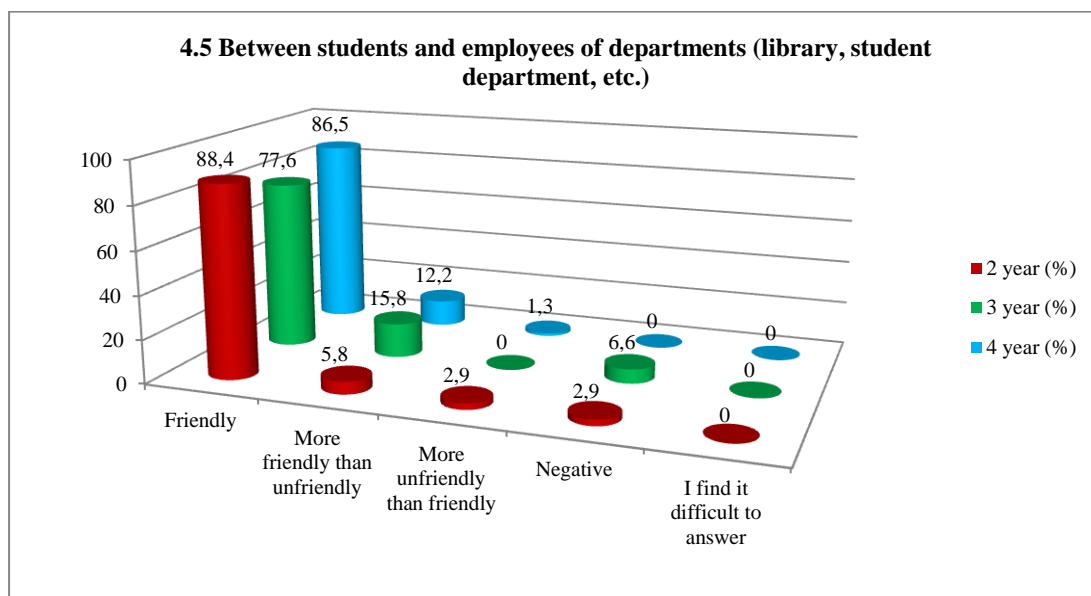
#### 4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	91,3% (63 prs.)	69,7% (53 prs.)	82,4% (61 prs.)
<i>More friendly than unfriendly</i>	5,8% (4 prs.)	14,5% (11 prs.)	14,9% (11 prs.)
<i>More unfriendly than friendly</i>	-	6,6% (5 prs.)	2,7% (2 prs.)
<i>Negative</i>	2,9% (2 prs.)	5,3% (4 prs.)	-
<i>I find it difficult to answer</i>	-	3,9% (3 prs.)	-



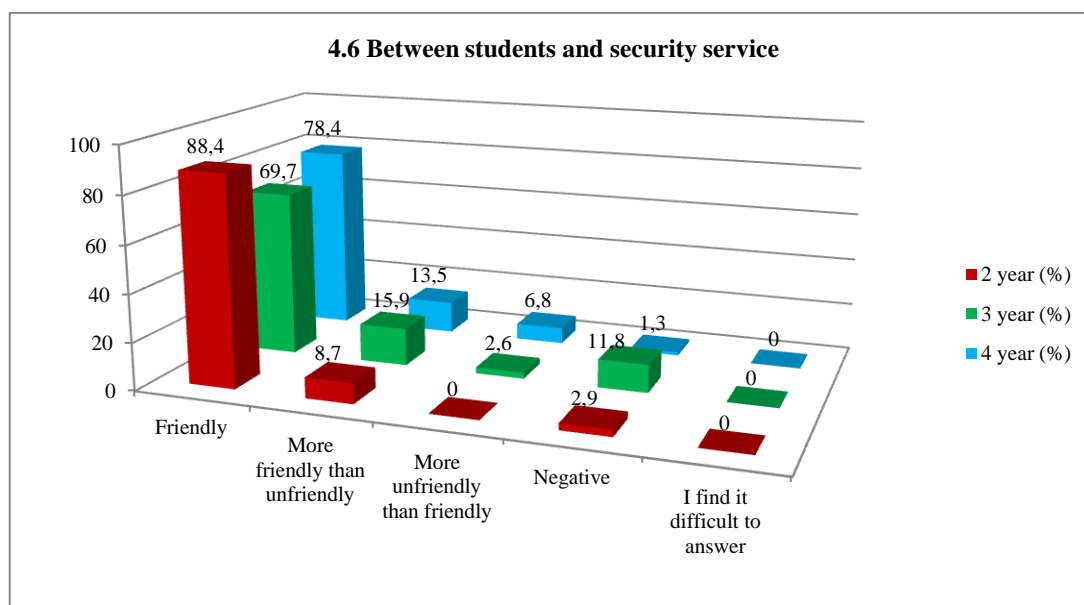
#### 4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	88,4% (61 prs.)	77,6% (59 prs.)	86,5% (64 prs.)
<i>More friendly than unfriendly</i>	5,8% (4 prs.)	15,8% (12 prs.)	12,2% (9 prs.)
<i>More unfriendly than friendly</i>	2,9% (2 prs.)	-	1,3% (1 prs.)
<i>Negative</i>	2,9% (2 prs.)	6,6% (5 prs.)	-
<i>I find it difficult to answer</i>	-	-	-



#### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	88,4% (61 prs.)	69,7% (53 prs.)	78,4% (58 prs.)
<i>More friendly than unfriendly</i>	8,7% (6 prs.)	15,9% (12 prs.)	13,5% (10 prs.)
<i>More unfriendly than friendly</i>	-	2,6% (2 prs.)	6,8% (5 prs.)
<i>Negative</i>	2,9% (2 prs.)	11,8% (9 prs.)	1,3% (1 prs.)
<i>I find it difficult to answer</i>	-	-	-



To the option "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement", the students indicated the following options\*:

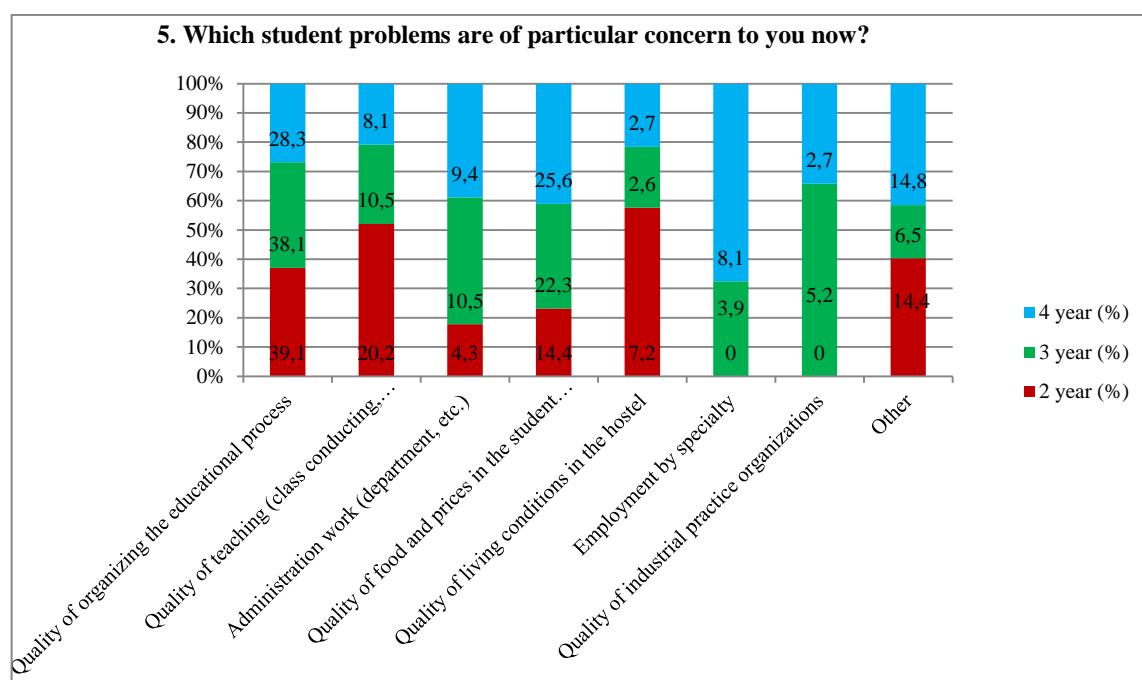
- No
- They look down on you, if they don't like the job, let them quit!!

#### 5. Which student problems are of particular concern to you now? (choose no more than 3 answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	39,1% (27 prs.)	38,1% (29 prs.)	28,3% (21 prs.)

<b>Quality of teaching (class conducting, assessment of knowledge, etc.)</b>	20,2% (14 prs.)	10,5% (8 prs.)	8,1% (6 prs.)
<b>Administration work (department, etc.)</b>	4,3% (3 prs.)	10,5% (8 prs.)	9,4% (7 prs.)
<b>Quality of food and prices in the student canteen</b>	14,4% (10 prs.)	22,3% (17 prs.)	25,6% (19 prs.)
<b>Quality of living conditions in the hostel</b>	7,2% (5 prs.)	2,6% (2 prs.)	2,7% (2 prs.)
<b>Employment by specialty</b>	-	3,9% (3 prs.)	8,1% (6 prs.)
<b>Quality of industrial practice organizations</b>	-	5,2% (4 prs.)	2,7% (2 prs.)
<b>Other</b>	14,4% (10 prs.)	6,5% (5 prs.)	14,8% (11 prs.)

\* The amount in % is not equal to 100, because multiple answer options were expected



For the “Other” option, students indicated the following options□:

- Everything is fine
- Nothing
- There are no problems
- No problems
- Everything is great, nothing worries me

**6. Do you take part in the scientific work of the University? If yes, in what forms**  
(check all that apply)

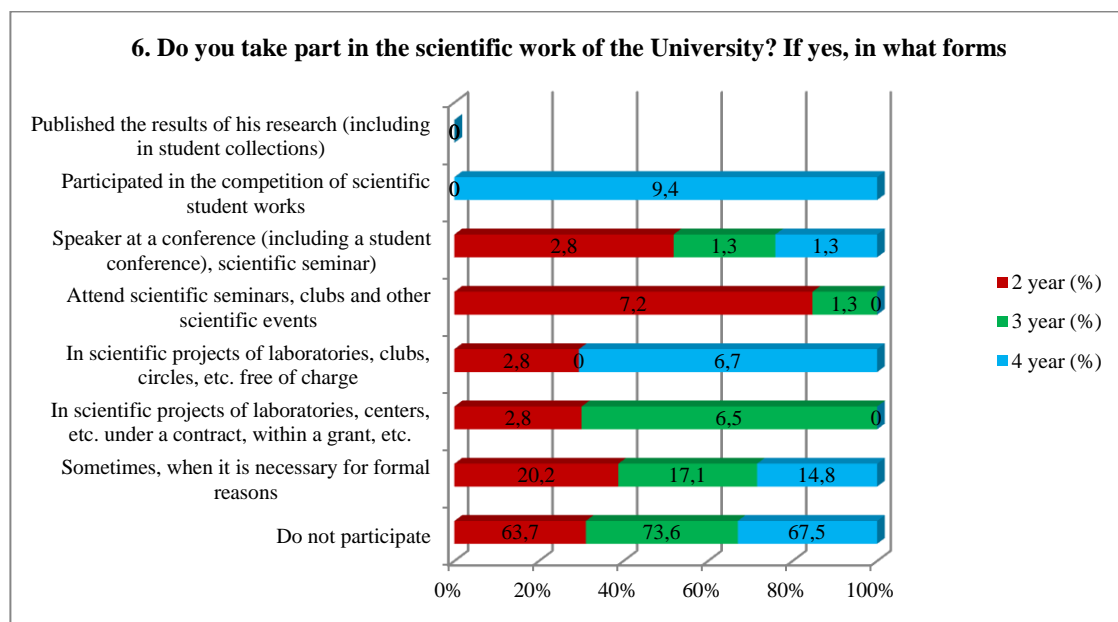
Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Do not participate</b>	63,7% (44 prs.)	73,6% (56 prs.)	67,5% (50 prs.)
<b>Sometimes, when it is necessary for formal reasons</b>	20,2% (14 prs.)	17,1% (13 prs.)	14,8% (11 prs.)
<b>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</b>	2,8% (2 prs.)	6,5% (5 prs.)	-
<b>In scientific projects of laboratories, clubs, circles, etc. free of charge</b>	2,8% (2 prs.)	-	6,7% (5 prs.)
<b>Attend scientific seminars, clubs and other scientific events</b>	7,2% (5 prs.)	1,3% (1 prs.)	-
<b>Speaker at a conference (including a student conference), scientific seminar</b>	2,8% (2 prs.)	1,3% (1 prs.)	1,3% (1 prs.)

<b><i>Participated in the competition of scientific student works</i></b>	-	-	9,4% (7 prs.)
<b><i>Published the results of his research (including in student collections)</i></b>	-	-	-

\* The amount in % is not equal to 100, because multiple answer options were expected

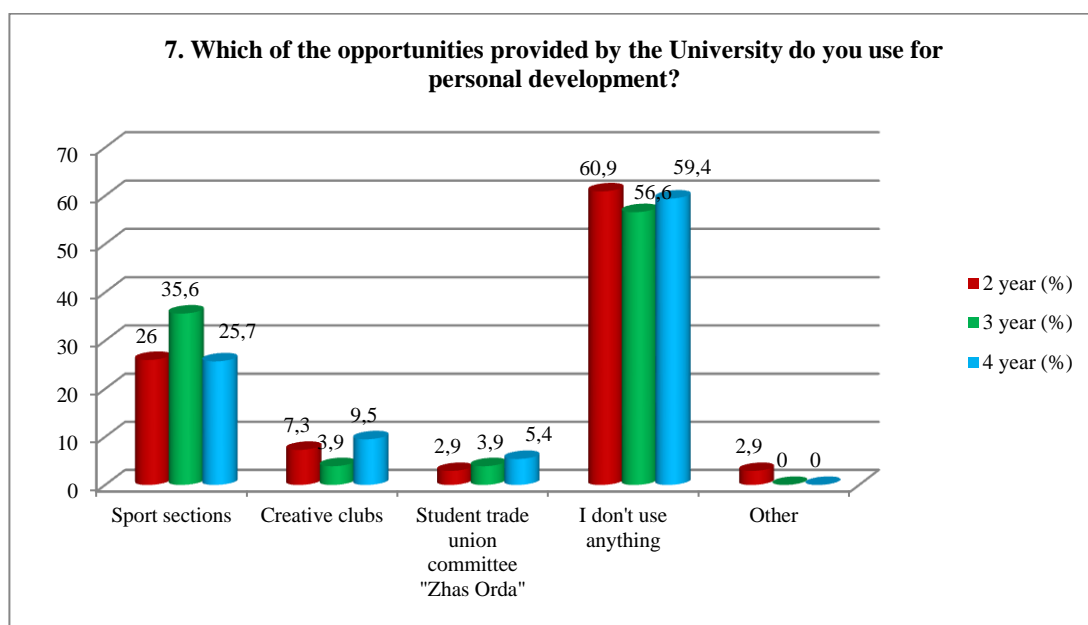
To the option “If you answered “Did not participate” to the previous question, write why” the students indicated the following options□:

- Lack of time (4)
- Not interested (6)
- Don't want to (2)
- Don't know (3)
- No desire
- No time
- Because I'm just starting to get used to it



**7. Which of the opportunities provided by the University do you use for personal development?**

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Sport sections</i></b>	26% (18 prs.)	35,6% (27 prs.)	25,7% (19 prs.)
<b><i>Creative clubs</i></b>	7,3% (5 prs.)	3,9% (3 prs.)	9,5% (7 prs.)
<b><i>Student trade union committee "Zhas Orda"</i></b>	2,9% (2 prs.)	3,9% (3 prs.)	5,4% (4 prs.)
<b><i>I don't use anything</i></b>	60,9% (42 prs.)	56,6% (43 prs.)	59,4% (44 prs.)
<b><i>Other</i></b>	2,9% (2 prs.)	-	-



For the “Other” option, students indicated the following options\*:

- No level at all for a national-level university

For the “If you answered “I don’t use anything” to the previous question, write why” option, students indicated the following options\*:

- no time

- everything is paid

- I would like to sign up for a weightlifting gym, but there is a paid membership

- no desire

- I’m not interested

- nothing that I’m interested in

- I don’t want to

- I have enough of my own things to do

- I can’t answer

## 8. How much satisfied are you with the material resources of our University?

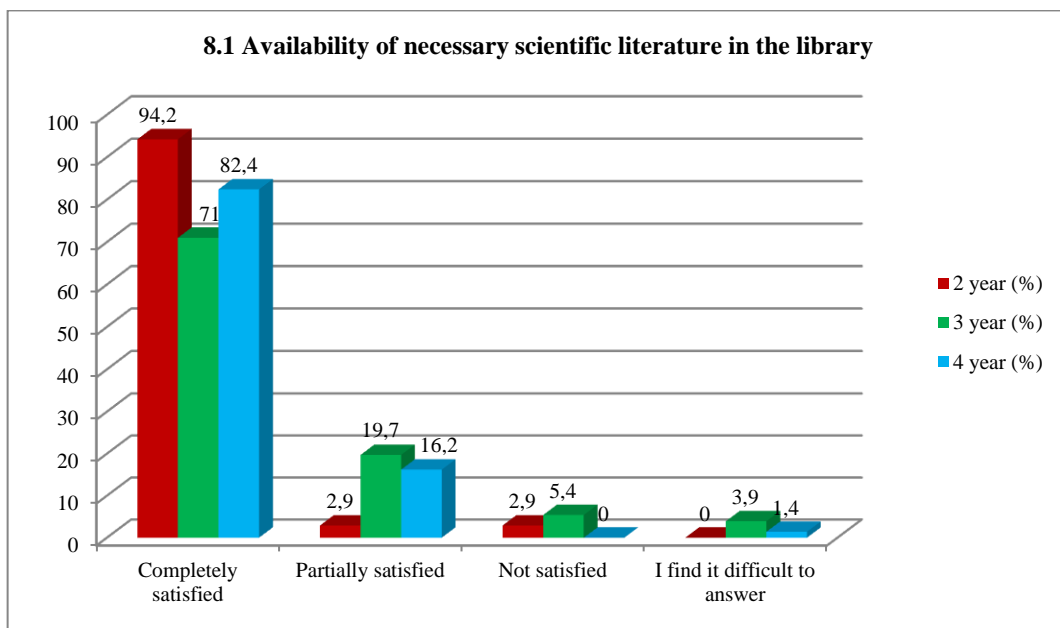
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

**Other** \_\_\_\_\_

If you answered the previous question “not satisfied”, give recommendations for improving the services provided \_\_\_\_\_

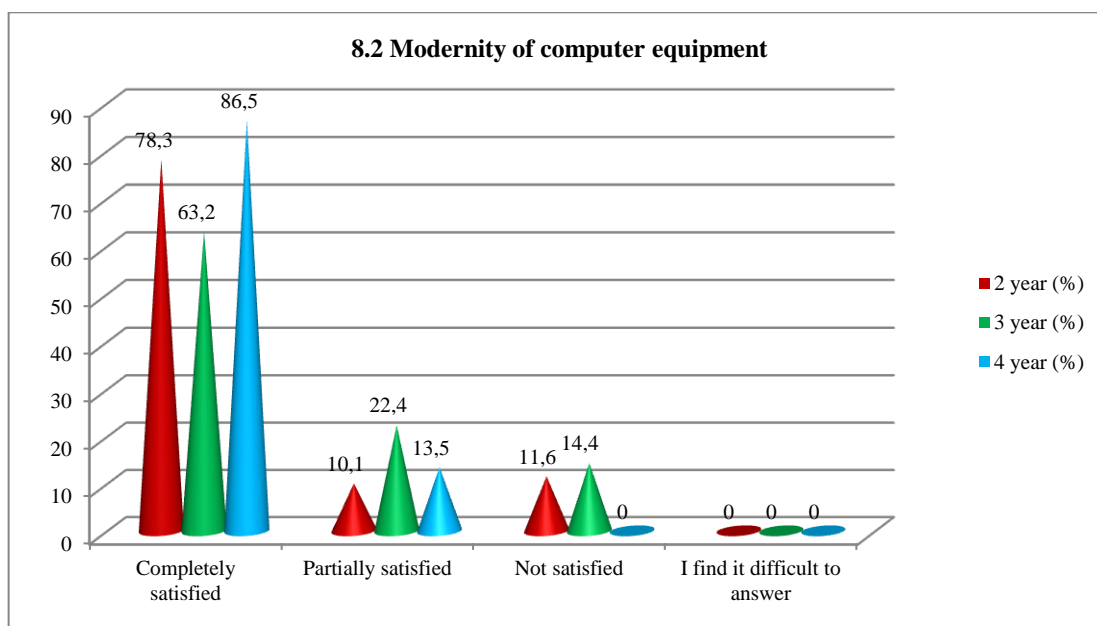
### 8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	94,2% (65 prs.)	71% (54 prs.)	82,4% (61 prs.)
<i>Partially satisfied</i>	2,9% (2 prs.)	19,7% (15 prs.)	16,2% (12 prs.)
<i>Not satisfied</i>	2,9% (2 prs.)	5,4% (4 prs.)	-
<i>I find it difficult to answer</i>	-	3,9% (3 prs.)	1,4% (1 prs.)



## 8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	78,3% (54 prs.)	63,2% (48 prs.)	86,5% (64 prs.)
<i>Partially satisfied</i>	10,1% (7 prs.)	22,4% (17 prs.)	13,5% (10 prs.)
<i>Not satisfied</i>	11,6% (8 prs.)	14,4% (11 prs.)	-
<i>I find it difficult to answer</i>	-	-	-

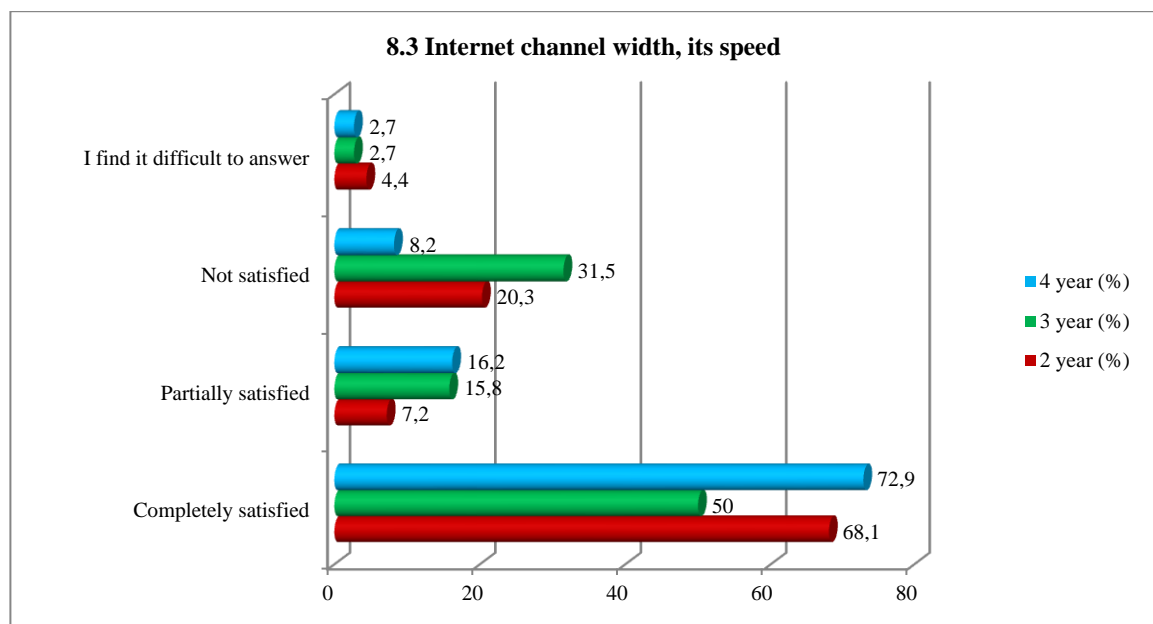


## 8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,1% (47 prs.)	50% (38 prs.)	72,9% (54 prs.)
<i>Partially satisfied</i>	7,2% (5 prs.)	15,8% (12 prs.)	16,2% (12 prs.)

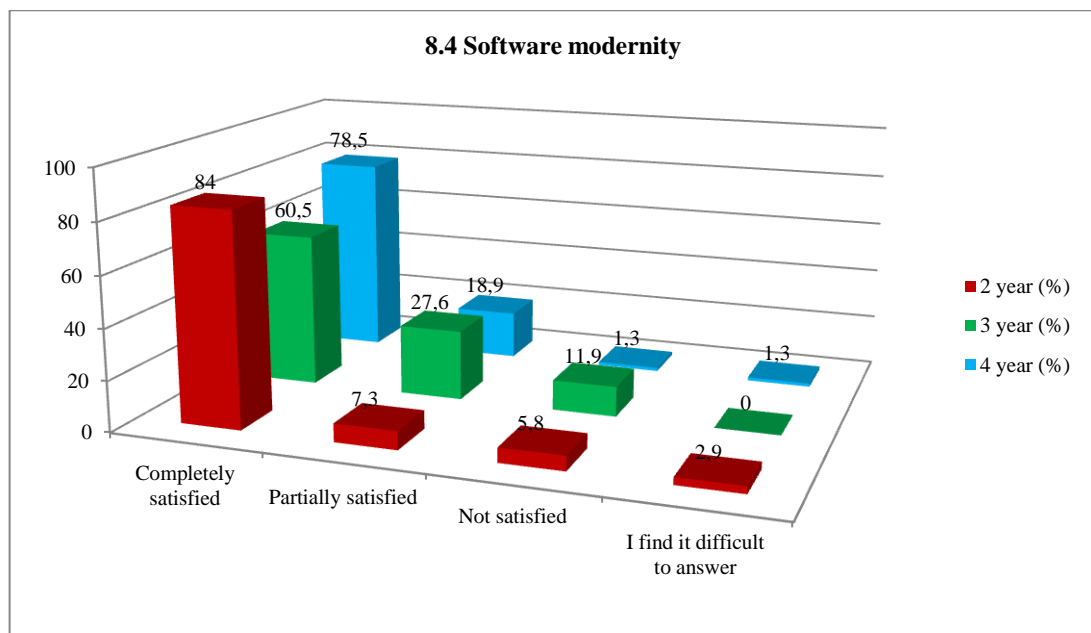


<i>Not satisfied</i>	20,3% (14 prs.)	31,5% (24 prs.)	8,2% (6 prs.)
<i>I find it difficult to answer</i>	4,4% (3 prs.)	2,7% (2 prs.)	2,7% (2 prs.)



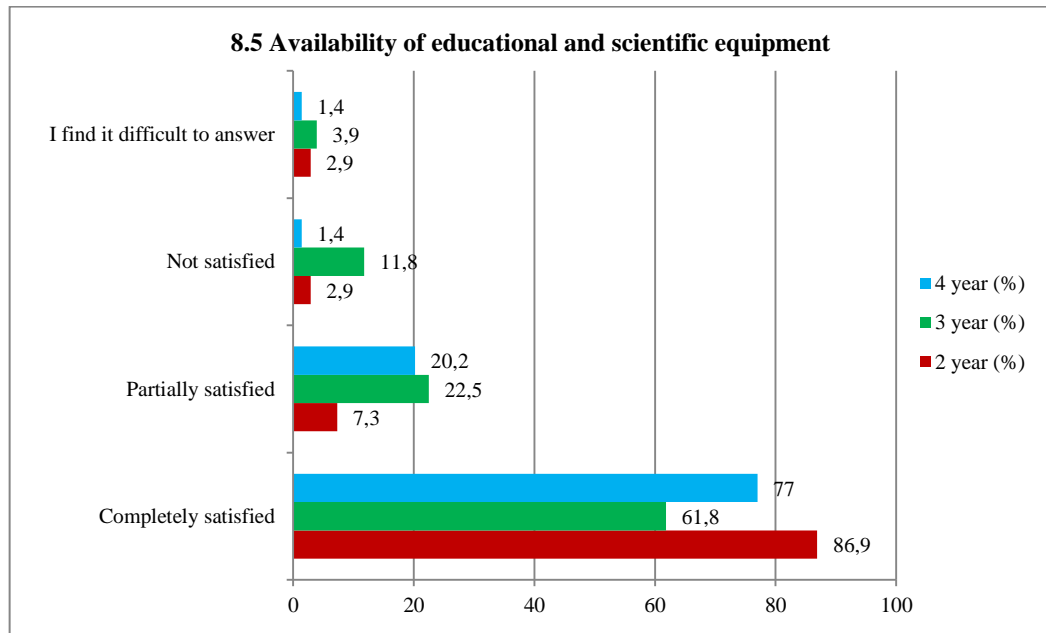
## 8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	84% (58 prs.)	60,5% (46 prs.)	78,5% (58 prs.)
<i>Partially satisfied</i>	7,3% (5 prs.)	27,6% (21 prs.)	18,9% (14 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	11,9% (9 prs.)	1,3% (1 prs.)
<i>I find it difficult to answer</i>	2,9% (2 prs.)	-	1,3% (1 prs.)



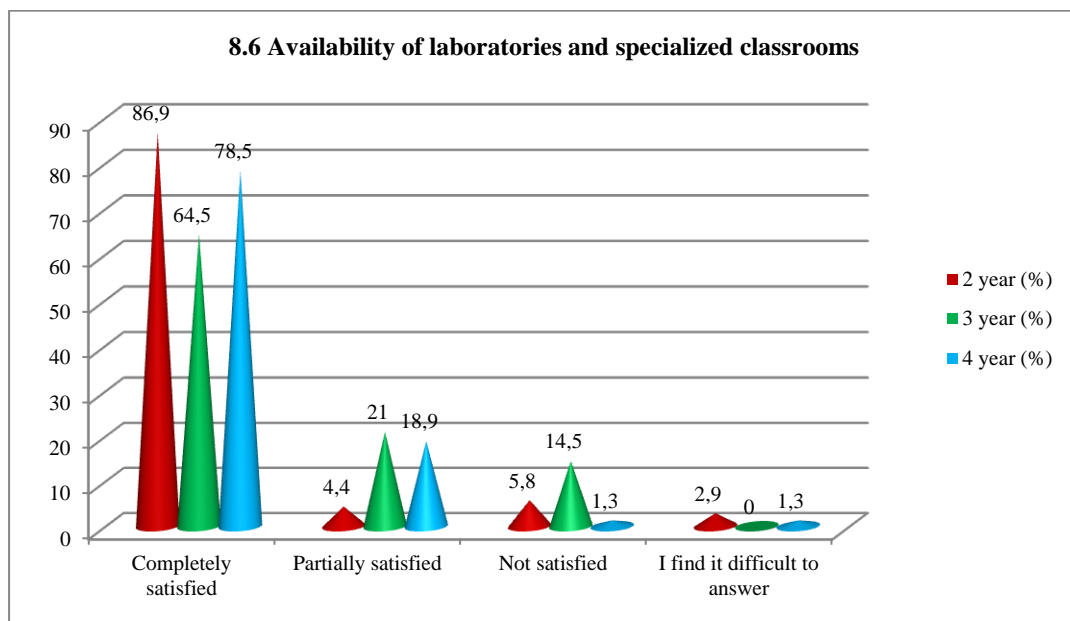
## 8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	86,9% (60 prs.)	61,8% (47 prs.)	77% (57 prs.)
<i>Partially satisfied</i>	7,3% (5 prs.)	22,5% (17 prs.)	20,2% (15 prs.)
<i>Not satisfied</i>	2,9% (2 prs.)	11,8% (9 prs.)	1,4% (1 prs.)
<i>I find it difficult to answer</i>	2,9% (2 prs.)	3,9% (3 prs.)	1,4% (1 prs.)



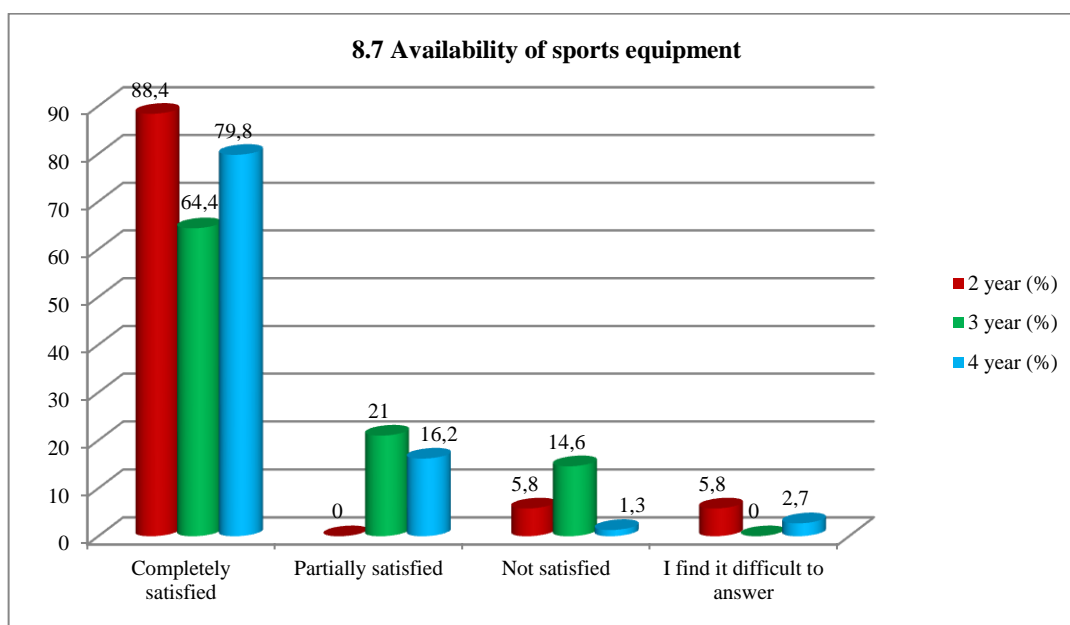
## 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	86,9% (60 prs.)	64,5% (49 prs.)	78,5% (58 prs.)
<i>Partially satisfied</i>	4,4% (3 prs.)	21% (16 prs.)	18,9% (14 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	14,5% (11 prs.)	1,3% (1 prs.)
<i>I find it difficult to answer</i>	2,9% (2 prs.)	-	1,3% (1 prs.)



## 8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	88,4% (61 prs.)	64,4% (49 prs.)	79,8% (59 prs.)
<i>Partially satisfied</i>	-	21% (16 prs.)	16,2% (12 prs.)
<i>Not satisfied</i>	5,8% (4 prs.)	14,6% (11 prs.)	1,3% (1 prs.)
<i>I find it difficult to answer</i>	5,8% (4 prs.)	-	2,7% (2 prs.)



For the option “Other”, students indicated the following options□:

- no
- everything is fine
- old computers
- completely satisfied

For the option “If you answered “Not satisfied” to the previous question, give recommendations for improvement”, students indicated the following options□:

- update the Internet modem
- old computer equipment in the AO dormitory with the old Windows 7 operating system on which it is impossible to work
- Wi-Fi does not work on most sites, there are failures and social networks and instant messengers stop working
- computer components are weak
- the Internet works terribly
- everything is fine
- no

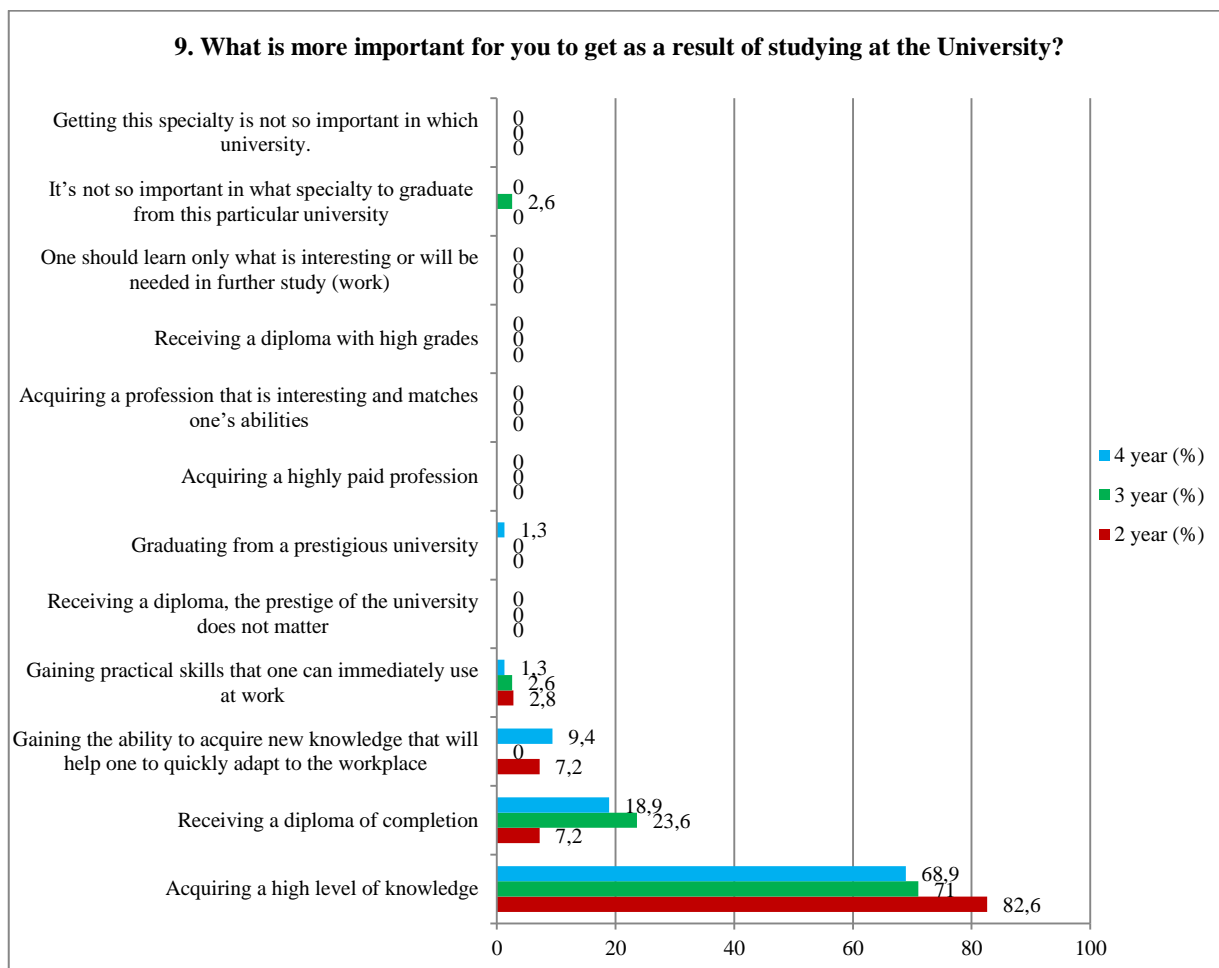
## 9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Acquiring a high level of knowledge</i></b>	82,6% (57 prs.)	71% (54 prs.)	68,9% (51 prs.)
<b><i>Receiving a diploma of completion</i></b>	7,2% (5 prs.)	23,6% (18 prs.)	18,9% (14 prs.)
<b><i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i></b>	7,2% (5 prs.)	-	9,4% (7 prs.)
<b><i>Gaining practical skills that one can immediately use at work</i></b>	2,8% (2 prs.)	2,6% (2 prs.)	1,3% (1 prs.)
<b><i>Receiving a diploma, the prestige of the university does not matter</i></b>	-	-	-
<b><i>Graduating from a prestigious university</i></b>	-	-	1,3% (1 prs.)
<b><i>Acquiring a highly paid profession</i></b>	-	-	-
<b><i>Acquiring a profession that is interesting and matches one's abilities</i></b>	-	-	-

<b><i>Receiving a diploma with high grades</i></b>	-	-	-
<b><i>One should learn only what is interesting or will be needed in further study (work)</i></b>	-	-	-
<b><i>It's not so important in what specialty to graduate from this particular university</i></b>	-	2,6% (2 prs.)	-
<b><i>Getting this specialty is not so important in which university.</i></b>	-	-	-

*\*The amount in % is not equal to 100, because multiple answer options were expected*



**Please write your suggestions, wishes, and what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities.** *(The students' answers are presented in the original. The author's spelling and punctuation are preserved).*

<b>2 year</b>	<b>3 year</b>	<b>4 year</b>
<ul style="list-style-type: none"> <li>- Everything is fine</li> <li>- Everything is enough</li> <li>- None</li> <li>- I think how a student studies, etc.</li> </ul>	<ul style="list-style-type: none"> <li>- I think the class times are different every day, it is not right. It would be right if the prayer room was opened!! Prayer is not an obstacle to learning!! It does not take up much time. The first verse of the Quran is "Read!!". Therefore, on the contrary, learning is obligatory in Islam.-</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- No</li> </ul>

Based on the results of the survey, the following conclusions can be drawn.

The analysis of the results of filling out the student questionnaire "Satisfaction of 2-5-year students with educational services" testifies to the positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The main part of surveyed students majoring in "Mining" (93.6%) expressed satisfaction with the learning process as a whole. For the convenience of the analysis, we consider the following aspects of satisfaction:

Students evaluated the following criteria as "excellent quality" (satisfaction indicators higher than 80%), reporting their full or partial satisfaction:

- class schedule (85.5%);
- organization of independent work (90.4%);
- quality of practices (88.3%);
- organizing and conducting SIWT (90.9%);
- organizing and conducting laboratory work (88.5%)
- satisfaction with the work of the library (89.4%);
- possibility of access to full-text databases of scientific publications (89.4%);
- quality of medical care (84.1%),
- organization of catering at the University (86.9%).

Students rated as "good quality" (satisfaction indicators below 80%) the following criteria: living conditions in the hostel (77.1%).

The majority of students (81.2-97.4%) are satisfied with the quality of the organization of the educational process, with a minimal number of comments. Some point to the inadequacy of the studied discipline's specialty or the importance of the subjects in terms of the number of hours. A small number of students express dissatisfaction with the quality of classes or the organization of exams. In the recommendations, it is proposed to meet the students, improving interaction and conditions for receiving scholarships.

Students (88.4%-95.9%) confirm availability of information of the opportunities for academic mobility but some (4.1%-11.6%) do not know about these opportunities or have complaints. The answers to the question about the reason for the lack of information include uncertainty or ignorance of what academic mobility is.

The survey examined the relationship between various groups in the educational environment, including students, teachers, curators, administration and departmental staff. Benevolence prevails between teachers and students, however, there is a decrease in positive evaluations in the 3rd year. Relations between students and supervisors are also evaluated as mostly positive, although at the 3rd year, a few more students note neutral or less friendly relations. Relations with the administration and employees of the subdivisions, as well as with the security service, are mostly positive, although there is also some decrease in satisfaction after 3 years. Some students pointed out problems such as arrogance on the part of employees in case of dissatisfaction with work, offering to improve relations through more respectful and attentive attitude towards students.

Most often, students of different years single out problems with the organization of the educational process and the quality of food in the canteen. Also, in the 2nd and 3rd years, the quality of teaching and the work of the administration are concerned, and in the 4th year, special employment issues are added.

The majority of students do not participate in scientific work, especially in the 3rd year, where the percentage of non-participants reaches 73.6%. Some students participate

on formal grounds or attend scientific events. Participation in scientific projects or conferences is rare.

The majority of students are satisfied with the availability of necessary scientific literature in the library, especially in the 2nd year (94.2%). At the same time, satisfaction with the modernity of computer equipment varies from 63.2% at 3 years to 86.5% at 4 years, while a higher percentage of partial dissatisfaction (22.4%) is also observed at 3 years. The question of the width and speed of the Internet channel causes the greatest disagreement, especially in the 3rd year, where 31.5% of students express dissatisfaction. The modernity of the software satisfies the majority of students, especially in the 2nd year (84%), but in the 3rd year partial dissatisfaction increases to 27.6%. The availability of educational and scientific equipment also generally satisfies students, especially in the 2nd year (86.9%), while in the 3rd year, about 22.5% of students are partially dissatisfied. The presence of laboratories and specialized classrooms also generally satisfies students, especially in the 2nd year (86.9%), and in the 3rd year there is a higher percentage of partially dissatisfied students (21%). The availability of sports equipment is generally satisfactory for students, however, 14.6% express dissatisfaction after 3 years. In the answers, "Other" students indicate both positive and negative comments, such as outdated computers and complete satisfaction with the materials.

At the suggestion of the students, various comments and proposals were presented to improve the conditions of study at the university. From the 2-year students, several neutral responses were received, such as "Everything is good" and "Everything is enough". 3-year students offered to improve the flexibility of the study schedule, and also expressed a desire to open a room for prayer. 4-year students also did not provide additional recommendations, except that they agreed with the current state.

The final satisfaction of students of the specialty "Mining" with educational services is 86.4%, which indicates a high level of satisfaction of students as a whole, despite individual problems and areas for improvement.

### **Recommendations**

The Center of Quality Management and Accreditation recommends to make students be familiarized with the survey results and discussed during curator hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.